

- J O B A N N O U N C E M E N T -

WORKING TITLE: Quality Improvement Specialist **PCN:** 111503
(Non-Bargaining)

SUPERVISOR: Quality Improvement Supervisor **P.R.:** N13

PRIMARY RESPONSIBILITIES: Assists with the development, implementation, and coordination of a continuous quality improvement plan for the Franklin County Office on Aging and its programs. Assists with the coordination of all internally and externally focused quality assurance and quality improvement activities. Monitors, evaluates, and trains agencies providing health care services to older adults in their homes. Conducts official pre-certification, post certification, and annual review site visits and audits at home health care agencies to determine compliance with contract requirements. Ensures compliance with Federal, State, and local laws and contractual rules and regulations.

Resolves and negotiates client, caregiver, case manager, and provider complaints, investigates and verifies information and makes recommendations. Facilitates workgroups to assist program teams with process improvement and development of program policies and procedures. Assists in the coordination of the Invitation to Bid for in-home care services, medical transportation, and central order contracts conducted in conjunction with the Purchasing Department. Assists in developing goals and objectives to determine appropriate standards for services delivered.

MINIMUM REQUIREMENTS: Bachelor's degree in Human Service or related field with two (2) years human service or related experience; or any equivalent combination of training and experience. **Preferred Requirements:** Licensed Social Worker. Experience working with older adults; demonstrated experience with problem solving, conflict management and group facilitation. Experience in program evaluation and quality improvement/quality assurance activities desired.

STARTING SALARY: \$20.04/hour, plus a comprehensive benefits package.
180 Day Probationary Period

DATE POSTED: Wednesday, April 1, 2015

DEADLINE TO APPLY: Tuesday, April 14, 2015

If interested, please go to www.franklincountyohio.gov/commissioners/hr and apply on-line.